

Frequently Asked Questions

Health Reimbursement Account (HRA)

Do you like knowing what you're spending on health care costs? Do you want to pay for those costs using tax-free money from your employer? Then a Health Reimbursement Account (HRA) may be just the right thing for you. It puts your health care spending in your hands, which is pretty cool.

Want to know a little more? Check out these frequently asked questions on HRAs

Q: What's an HRA?

A: HRA stands for health reimbursement account. It's a type of health plan your employer sponsors. Your employer sets aside money – your HRA – for health care costs. You can use it to help pay for eligible medical expenses. Money from the HRA helps you pay your health plan deductibles, coinsurance and copayments. Money you don't use may be able to be used for future medical costs, depending on your employer's plan.

Q: What are deductibles, coinsurance and copayments?

A: A deductible is what you're in charge of paying before your plan kicks in to cover costs. For example, if your deductible is \$2,000, you pay all expenses up to \$2,000.

After you reach your deductible, you'll pay a portion of the bill. It could be a percentage, called coinsurance. Or it could be a set dollar amount, called a copayment (or copay, for short).

Q: How does the HRA work?

A: Your employer decides how much they'll set aside in your HRA each year. When you or someone on your plan has an eligible medical expense, your HRA can help pay for it. You can use the money in your HRA to pay for some or all of your deductible, coinsurance or copays. Every employer's plan is different, so check with your employer for details about your health plan and HRA. Once you've used all of the money in your HRA you'll need to pay for expenses from your own funds for the rest of the year.

Q: How much does my employer put into my HRA?

A: Typical employer contributions are one-half of the deductible amount of the health plan. For example, let's say the health plan has a \$2,000 deductible per individual employee and \$4,000 deductible per family. This means the employer's typical HRA contribution would be \$1,000 for individuals and \$2,000 for families. Every employer's plan is different, so check with your employer for details about your health plan and HRA.

Q: What if my family status changes?

A: If you change from single health coverage to family coverage during the plan year (or vice-versa), the HRA money from your employer usually follows the deductible. For single to family changes, the family HRA contribution is based on the date your coverage began. For family to single changes, the single HRA amount is applied at the time of the change. If you've already used more than the single contribution amount, you don't have to worry about the difference.

Q: Are there contribution limits?

A: There are no annual or lifetime contribution limits. Each employer will set limits for the plan they're offering.

Q: What are the tax benefits of an HRA?

A: The money in your HRA was given to you by your employer and it's not reported as income. So you're getting tax-free money to use for your medical needs.

Q: Does the money in my HRA earn interest?

A: No. An HRA is not a bank account. Your employer holds the money until you have an eligible medical expense.

Q: What are eligible medical expenses?

A: Your employer decides what can be reimbursed from your HRA. Generally, employers allow reimbursement only for medical expenses covered under the health plan, like doctor visits, chiropractor fees and prescription medicines.

Q: How do I pay for expenses using my HRA?

A: You can use money in your HRA a few ways:

1. **Automatic submission** – When you go to a network doctor or pharmacy, the medical claim is sent directly to HealthPartners. Then, if you're responsible for payment, it's passed along to your HRA. As long as your HRA has money available, it pays the bill directly to the clinic or pharmacy. On the other hand, some employers have HRA plans where the HRA money is paid directly to you, and you're in charge of paying the bill to your clinic or pharmacy. Check with your employer for details about your specific plan.

Note: You can opt out of the automatic submission feature. You must opt out of automatic submission if you have another health plan through a spouse or you have a dependent covered under your health plan who doesn't meet federal tax code rules.

2. **Debit card** – Some employers offer the option of a debit card to pay for eligible medical expenses. The card allows HRA reimbursement at the point of service (for example, at the clinic or pharmacy) or it can be used to pay a provider bill.
3. **Online and mobile submission** – You can submit your expenses from your HealthPartners account. You should submit your expenses online or in the app if you don't have automatic submission.
 - Online: Sign in to **healthpartners.com**. Go to the *My plan* tab, then select *Spending Accounts* under *Spending*. Select *Health Reimbursement Account*, then *Submit a new claim*.
 - HealthPartners mobile app: Sign in and select *My Plan* from the bottom of the screen. Then select *Submit a new claim*. In less than two minutes, you can snap a photo of your document and submit the form.

4. **Manual submission** – You can get money from your HRA by mailing or faxing a health care expense claim form. Manual claim submission is typically used when you go to an out-of-network doctor or your eligible expense isn't sent directly to HealthPartners. Reimbursement from your HRA will be sent to you by direct deposit. Reimbursement by paper check is also available to you for an additional fee. Forms are online at **healthpartners.com/myhra** or you can call Member Services at **952-883-7000** or **866-443-9352**. Be sure to send documentation with your reimbursement request form.

Q: How soon will I get my reimbursement?

A: You're typically reimbursed from your HRA within 10 to 14 days. If your request is held or denied, we'll send you an email or letter.

Q: How do I sign up for direct deposit?

A: Save time and money by enrolling in direct deposit reimbursement through your online account at **healthpartners.com**. Direct deposit is free of charge and gives you convenient access to funds immediately. Additional fees payable by employees will apply for check reimbursements. Forms and directions are also available on **healthpartners.com/myhra**. You can also call Member Services at **952-883-7000** or **866-443-9352**.

Q: How do I keep track of my HRA balance?

A: You can check your HRA balance anytime by signing in to **healthpartners.com** or the HealthPartners mobile app.

Q: What happens to the money in my HRA if I don't use it all in one year?

A: Every employer has different rules for their HRA. Some employers will let you carry over all or some of your HRA balance to the next year. Other employers will keep any money you don't spend. Check with your employer for details.

Q: What happens to the money in the HRA if I leave my employer?

A: Usually unused HRA balances are given to the employer when you leave. However, your employer might let you continue to use your HRA money for eligible medical expenses. Check with your employer for details.

Q: Can I use my HRA balance if I choose COBRA?

A: Yes, most of the time, but check with your employer to find out. If you choose COBRA when you leave your job, usually you'll get the same plan choices. Sometimes, the health plan doesn't include the actual HRA. In this case, you'd be able to choose the health plan option, but not get any more employer contributions to your HRA.

We're here to help. Call Member Services Monday through Friday from 7 a.m. to 6 p.m. CT at **952-883-7000** or **866-443-9352**.

Q: How can I get more information on my HRA?

A: When you sign up for your HRA, you'll get a Summary Plan Description that tells you about the plan details. You can also call Member Services with any questions at **952-883-7000** or **866-443-9352**.



Note: This document has general HRA information. Please refer to your plan document for information specific to your HRA plan offering.

The HealthPartners family of health plans is underwritten and/or administered by HealthPartners Inc., Group Health Inc., HealthPartners Insurance Company or HealthPartners Administrators, Inc. Fully insured Wisconsin plans are underwritten by HealthPartners Insurance Company. 23-2773000-2773050 (12/23) © 2023 HealthPartners